Blackboard Accessibility Conformance Report

VPAT® Version 2.4

|  |  |
| --- | --- |
| Name of product/version: | Service Desk |
| Product description: | Web application |
| Report date: | 10 June, 2021 |
| Contact information | Elizabeth Simister, Product Accessibility Manager, accessibility@blackboard.com |
| Notes |  |
| Evaluation methods used: | This conformance report is based on the results of an accessibility audit conducted by [TPG Interactive](https://tpgi.com/) on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.  The [W3C Website Accessibility Conformance Evaluation Methodology](http://www.w3.org/TR/WCAG-EM/) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.  The following applications were used as part of the audit to identify potential accessibility issues:  Desktop browsers: Chrome, Firefox, Safari  Assistive technologies: JAWS, NVDA, VoiceOver  Accessibility testing tools: ARC Toolkit by TPG, Chrome Developer Tools, Colour Contrast Analyser by TPG, Firefox Developer Tools, W3C Nu HTML Checker |
| Applicable standards/guidelines | This report covers the degree of conformance for the following accessibility standards/guidelines:  [Web Content Accessibility Guidelines (WCAG) 2.0](http://www.w3.org/TR/WCAG20) Level A/AA.  [Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG21/) Level A/AA.  [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines)  [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf), - V3.1.1 (2019-11) |

Terms

The terms used in the conformance level information are defined as follows:

**Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

**Partially supports**: Some functionality of the product does not meet the criterion.

**Does not support**: The majority of product functionality does not meet the criterion.

**Not applicable**: The criterion is not relevant to the product.

**Not evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

## Table of contents

WCAG 2.1 Report 4

Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA 15

Revised Section 508 Report 17

Chapter 3: Functional Performance Criteria (FPC) 17

Chapter 4: Hardware 18

Chapter 5: Software 23

Chapter 6: Support Documentation and Services 26

Legal disclaimer 27

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

* Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
* EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

**Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A**

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Some images are used in Service Desk for active controls or for communicating information visually, but do not contain text alternatives. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain any audio or video content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain any audio or video content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain any audio or video content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Page structure and the relationship of various information in Service Desk cannot be programmatically determined. This includes but is not limited to:   * Form fields are visually grouped but do not have a group label. * Data tables are not properly marked up. * Text elements are visually styled to act as headings but are not defined in the underlying code. * Form fields have visual labels that are not programmatically associated with their inputs. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Some content in Service Desk is not presented in a logical sequence. For example:   * Form instructions are presented at the end of the form instead of the beginning. * Content is dynamically added to the page in a sequence that makes it difficult to navigate to using a screen reader. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain any automatically playing audio. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Users are unable to navigate to and operate some controls in Service Desk without a mouse. For example:   * Focus is not managed properly for widgets such as tabs and date pickers. * Clickable table rows are used to load additional content. * Some links are not in the page's tab order. * Tree widgets do not receive keyboard focus. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially Supports | Controls that have keyboard focus can be navigated away from without returning focus to that same control, with the exception of the following:   * In the Suggest Solution dialog, the rich text editor's toolbars cannot be navigated away from once they receive keyboard focus. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports |  |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Users are automatically logged out of Service Desk after a period of time without prompting the user for a chance to extend the session. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain content that blinks, scrolls, or automatically updates. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Does not support | Mechanisms are not provided to bypass repeated blocks of content. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | All pages in Service Desk have the same generic page title. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Some of the focusable content in Service Desk is not presented in a logical sequence. For example:   * Focusable content is dynamically added to the page in a sequence that makes it difficult to navigate using a keyboard. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Some links are present in Service Desk that do not have any link text or whose link text does not accurately describe the link's purpose. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | Functionality in Service Desk does not require multipoint or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports |  |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports |  |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | Functionality in Service Desk cannot be operated by device motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | The language of the content in Service Desk cannot be programmatically determined. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Multiple controls in Service Desk lack a visible label. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Service Desk has multiple parsing errors in the page markup that are known to cause accessibility issues. For example:   * Some list items are not properly nested within an element with a list role. * Some active controls are nested within one another. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Service Desk has multiple instances of active controls whose name, role, or state information cannot be programmatically determined. This includes but is not limited to the following:   * Form fields have no accessible names. * Widget roles such as tabs and trees are not properly defined. * Icon buttons have no accessible names. * Form fields that are in error are not programmatically defined as invalid. * Rich text editor does not have a role set on the editable text area. * Pagination controls have disabled and current states that are not programmatically defined. |

**Table 2: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA**

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain prerecorded video content. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports |  |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Does not support | Where form fields are used to collect information about the user, the purpose of each input cannot be programmatically determined. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Most pages in Service Desk contain one or more text elements with poor contrast between the foreground and background colors. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | Text can be resized up to 200% without loss of content or functionality with the following exceptions:   * On the Case and Contact pages, when text is zoomed up to 200% there is a group of action buttons that is positioned in a way that obscures a significant portion of page content. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports |  |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Does not support | Multiple pages in Service Desk cannot be zoomed up to 400% without some or all of the content being obscured or without requiring two-dimensional scrolling. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Does not support | Most pages in Service Desk contain one or more non-text elements with poor contrast between the foreground and background colors. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports |  |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Partially supports | Several pages contain popup content such as a tooltip that cannot be dismissed without moving the mouse cursor. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Not applicable |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Some active controls in Service Desk have labels that do not effectively describe their purpose. For example:   * Buttons used to expand data tables to the full width of the page have an accessible name of "expand/collapse" * The button to close the Contact Details popup has an accessible name of "x" * The close button in multiple dialogs has an accessible name of "multiplication" |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Multiple pages in Service Desk contain one or more controls that receive keyboard focus but have no visible indication that the control currently has focus. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | The language of the content in Service Desk cannot be programmatically determined. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Not applicable | Service Desk does not contain navigational mechanisms such as header navigation links. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Supports |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | When errors are detected, the message text does not always provide suggestions on how to correct the error. For example:   * Errors related to the input format, such as an email format, do not include an example of the correct format. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | Service Desk does not contain legal commitments or financial transactions. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | Service Desk does not use dynamic status messages. |

### Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.6 Sign Language (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-sign) (Level AAA) | Not evaluated |  |
| [**1.2.7 Extended Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA) | Not evaluated |  |
| [**1.2.8 Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA) | Not evaluated |  |
| [**1.2.9 Audio-only (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA) | Not evaluated |  |
| [**1.3.6 Identify Purpose**](https://www.w3.org/TR/WCAG21/#identify-purpose) (Level AAA 2.1 only) | Not evaluated |  |
| [**1.4.6 Contrast Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7) (Level AAA) | Not evaluated |  |
| [**1.4.7 Low or No Background Audio**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) (Level AAA) | Not evaluated |  |
| [**1.4.8 Visual Presentation**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA) | Not evaluated |  |
| [**1.4.9 Images of Text (No Exception) Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-images) (Level AAA) | Not evaluated |  |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA) | Not evaluated |  |
| [**2.2.3 No Timing**](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA) | Not evaluated |  |
| [**2.2.4 Interruptions**](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA) | Not evaluated |  |
| [**2.2.5 Re-authenticating**](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA) | Not evaluated |  |
| [**2.2.6 Timeouts**](https://www.w3.org/TR/WCAG21/#timeouts) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA) | Not evaluated |  |
| [**2.3.3 Animation from Interactions**](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA) | Not evaluated |  |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA) | Not evaluated |  |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA) | Not evaluated |  |
| [**2.5.5 Target Size**](https://www.w3.org/TR/WCAG21/#target-size) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.5.6 Concurrent Input Mechanisms**](https://www.w3.org/TR/WCAG21/#concurrent-input-mechanisms) (Level AAA 2.1 only) | Not evaluated |  |
| [**3.1.3 Unusual Words**](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA) | Not evaluated |  |
| [**3.1.4 Abbreviations**](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA) | Not evaluated |  |
| [**3.1.5 Reading Level**](http://www.w3.org/TR/WCAG20/#meaning-supplements) (Level AAA) | Not evaluated |  |
| [**3.1.6 Pronunciation**](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) (Level AAA) | Not evaluated |  |
| [**3.2.5 Change on Request**](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) (Level AAA) | Not evaluated |  |
| [**3.3.5 Help**](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) (Level AAA) | Not evaluated |  |
| [**3.3.6 Error Prevention (All)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) (Level AAA) | Not evaluated |  |

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1 Without Vision | Does not support | The Blackboard Service Desk web application does not provide accurate name, role, state, and other important accessibility information for multiple interface elements. Several functions in the web application cannot be performed without a mouse. |
| 302.2 With Limited Vision | Does not support | The Blackboard Service Desk web application does not provide accurate name, role, state, and other important accessibility information for multiple interface elements. Most pages in the web application contain color contrast issues. |
| 302.3 Without Perception of Color | Does not support | Users who have difficulty perceiving color will have difficulty using the Blackboard Service Desk web application due to several text and non-text elements with poor color contrast. |
| 302.4 Without Hearing | Partially supports | The Blackboard Service Desk web application does not provide text alternatives for all non-text content. The language of the content in the web application cannot be programmatically determined. |
| 302.5 With Limited Hearing | Does not support | The Blackboard Service Desk web application does not provide text alternatives for all non-text content. The language of the content in the web application cannot be programmatically determined. |
| 302.6 Without Speech | Not applicable |  |
| 302.7 With Limited Manipulation | Does not support | Many functions on the Blackboard Service Desk web application cannot be performed without a mouse. |
| 302.8 With Limited Reach and Strength | Not applicable |  |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Does not support | Users with limited language, cognitive, and learning abilities will find the Blackboard Service Desk web application difficult to navigate and operate. |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: Service Desk is not a hardware product

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**402 Closed Functionality**](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#402-closed-functionality) | Heading cell – no response required | Heading cell – no response required |
| ***402.1 General*** | Heading cell – no response required | Heading cell – no response required |
| ***402.2 Speech-Output Enabled*** | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not applicable |  |
| 402.2.2 Transactional Outputs | Not applicable |  |
| 402.2.3 Speech Delivery Type and Coordination | Not applicable |  |
| 402.2.4 User Control | Not applicable |  |
| 402.2.5 Braille Instructions | Not applicable |  |
| ***402.3 Volume*** | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not applicable |  |
| 402.3.2 Non-private Listening | Not applicable |  |
| 402.4 Characters on Display Screens | Not applicable |  |
| 402.5 Characters on Variable Message Signs | Not applicable |  |
| [***403 Biometrics***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#403-biometrics) | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not applicable |  |
| [***404 Preservation of Information Provided for Accessibility***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#404-preservation-information) | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not applicable |  |
| [***405 Privacy***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#405-privacy) | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not applicable |  |
| [***406 Standard Connections***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#406-standard-connections) | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not applicable |  |
| [***407 Operable Parts***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#407-operable-parts) | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not applicable |  |
| ***407.3 Input Controls*** | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not applicable |  |
| 407.3.2 Alphabetic Keys | Not applicable |  |
| 407.3.3 Numeric Keys | Not applicable |  |
| 407.4 Key Repeat | Not applicable |  |
| 407.5 Timed Response | Not applicable |  |
| 407.6 Operation | Not applicable |  |
| 407.7 Tickets, Fare Cards, and Keycards | Not applicable |  |
| ***407.8 Reach Height and Depth*** | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not applicable |  |
| 407.8.1.1 Vertical Plane for Side Reach | Not applicable |  |
| 407.8.1.2 Vertical Plane for Forward Reach | Not applicable |  |
| 407.8.2 Side Reach | Not applicable |  |
| 407.8.2.1 Unobstructed Side Reach | Not applicable |  |
| 407.8.2.2 Obstructed Side Reach | Not applicable |  |
| 407.8.3 Forward Reach | Not applicable |  |
| 407.8.3.1 Unobstructed Forward Reach | Not applicable |  |
| 407.8.3.2 Obstructed Forward Reach | Not applicable |  |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not applicable |  |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not applicable |  |
| [***408 Display Screens***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#408-display-screens) | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not applicable |  |
| 408.3 Flashing | Not applicable |  |
| [***409 Status Indicators***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#409-status-indicators) | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not applicable |  |
| [***410 Color Coding***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#410-color-coding) | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not applicable |  |
| [***411 Audible Signals***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#411-audible-signals) | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not applicable |  |
| [***412 ICT with Two-Way Voice Communication***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#412-two-way-communication) | Heading cell – no response required | Heading cell – no response required |
| ***412.2 Volume Gain*** | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not applicable |  |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not applicable |  |
| ***412.3 Interference Reduction and Magnetic Coupling*** | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not applicable |  |
| 412.3.2 Wireline Handsets | Not applicable |  |
| 412.4 Digital Encoding of Speech | Not applicable |  |
| 412.5 Real-Time Text Functionality | Not applicable |  |
| 412.6 Caller ID | Not applicable |  |
| 412.7 Video Communication | Not applicable |  |
| ***412.8 Legacy TTY Support*** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not applicable |  |
| 412.8.2 Voice and Hearing Carry Over | Not applicable |  |
| 412.8.3 Signal Compatibility | Not applicable |  |
| 412.8.4 Voice Mail and Other Messaging Systems | Not applicable |  |
| [***413 Closed Caption Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#413-closed-caption) | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not applicable |  |
| 413.1.2 Pass-Through of Closed Caption Data | Not applicable |  |
| [***414 Audio Description Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#414-audio-description) | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not applicable |  |
| 414.1.2 Other ICT | Not applicable |  |
| [***415 User Controls for Captions and Audio Descriptions***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#415-user-controls-captions-audio-descriptions) | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not applicable |  |
| 415.1.2 Audio Description Controls | Not applicable |  |

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes: Service Desk is a web application, not a software product. However, the web application includes some authoring functionality, hence Chapter 5: Software 504 Authoring Tools applies to this product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See the WCAG 2.x Report section. | See the WCAG 2.0 Report section. |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not applicable |  |
| 502.2.2 No Disruption of Accessibility Features | Not applicable |  |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not applicable |  |
| 502.3.2 Modification of Object Information | Not applicable |  |
| 502.3.3 Row, Column, and Headers | Not applicable |  |
| 502.3.4 Values | Not applicable |  |
| 502.3.5 Modification of Values | Not applicable |  |
| 502.3.6 Label Relationships | Not applicable |  |
| 502.3.7 Hierarchical Relationships | Not applicable |  |
| 502.3.8 Text | Not applicable |  |
| 502.3.9 Modification of Text | Not applicable |  |
| 502.3.10 List of Actions | Not applicable |  |
| 502.3.11 Actions on Objects | Not applicable |  |
| 502.3.12 Focus Cursor | Not applicable |  |
| 502.3.13 Modification of Focus Cursor | Not applicable |  |
| 502.3.14 Event Notification | Not applicable |  |
| 502.4 Platform Accessibility Features | Not applicable |  |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not applicable |  |
| 503.3 Alternative User Interfaces | Not applicable |  |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not applicable |  |
| 503.4.2 Audio Description Controls | Not applicable |  |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools) | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Partially supports | The Blackboard Service Desk web application provides functionality for authors to create semantic content, however some of the controls in the authoring tool are not accessible to users with disabilities. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Partially supports | The Blackboard Service Desk web application prompts for text alternatives when authoring images, but does not prompt for text transcripts, etc. when authoring multimedia content. |
| 504.4 Templates | Not applicable |  |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation) |  |  |
| 602.2 Accessibility and Compatibility Features | Does not support | Blackboard has a support [web page for accessibility features](https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility/Accessibility_Features), however at the time of this review the page lacked content. |
| 602.3 Electronic Support Documentation | Partially supports | The [online support documentation](https://help.blackboard.com/SmartView/Service_Desk_Interface) exists but has not been verified for accessibility. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | All necessary documentation for Blackboard Service Desk is provided electronically. |
| ***[603 Support Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "603-support-services)*** |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Service Desk does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support for Blackboard Service Desk is provided via email, which may not be accessible to some users. |

**EN 301 549 Report**

**Chapter 4:** [**Functional Performance Statements**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=17) **(FPS)**

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 4.2.1 Usage without vision | Does not support | Refer to Section 508 302.1 Without Vision |
| 4.2.2 Usage with limited vision | Does not support | Refer to Section 508 302.2 With Limited Vision |
| 4.2.3 Usage without perception of colour | Does not support | Refer to Section 508 302.3 Without Perception of Color |
| 4.2.4 Usage without hearing | Does not support | Refer to Section 508 302.4 Without Hearing |
| 4.2.5 Usage with limited hearing | Does not support | Refer to Section 508 302.5 With Limited Hearing |
| 4.2.6 Usage without vocal capability | Not applicable |  |
| 4.2.7 Usage with limited manipulation or strength | Does not support | Refer to Section 508 302.7 With Limited Manipulation |
| 4.2.8 Usage with limited reach | Not applicable |  |
| 4.2.9 Minimize photosensitive seizure triggers | Supports |  |
| 4.2.10 Usage with limited cognition | Does not support | Refer to Section 508 302.9 With Limited Language, Cognitive, and Learning Abilities |
| 4.2.11 Privacy | Not applicable |  |

**Chapter 5: [Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf" \l "page=20)**

Notes: Service Desk does not contain functionality limited by characteristics that prevents a user from attaching, installing, or using assistive technology.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***5.1 Closed functionality*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.2 General*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.2.1 Closed functionality*** | See 5.2 through 13 | See information in 5.2 through 13 |
| ***5.1.2.2 Assistive technology*** | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| ***5.1.3 Non-visual access*** | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 General | Not applicable |  |
| 5.1.3.2 Auditory output delivery including speech | Not applicable |  |
| 5.1.3.3 Auditory output correlation | Not applicable |  |
| 5.1.3.4 Speech output user control | Not applicable |  |
| 5.1.3.5 Speech output automatic interruption | Not applicable |  |
| 5.1.3.6 Speech output for non-text content | Not applicable |  |
| 5.1.3.7 Speech output for video information | Not applicable |  |
| 5.1.3.8 Masked entry | Not applicable |  |
| 5.1.3.9 Private access to personal data | Not applicable |  |
| 5.1.3.10 Non-interfering audio output | Not applicable |  |
| 5.1.3.11 Private listening | Not applicable |  |
| 5.1.3.12 Speaker volume | Not applicable |  |
| 5.1.3.13 Volume reset | Not applicable |  |
| 5.1.3.14 Spoken languages | Not applicable |  |
| 5.1.3.15 Non-visual error identification | Not applicable |  |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not applicable |  |
| 5.1.4 Functionality closed to text enlargement | Not applicable |  |
| 5.1.5 Visual output for auditory information | Not applicable |  |
| ***5.1.6 Operation without keyboard interface*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.6.1 Closed functionality*** | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not applicable |  |
| 5.2 Activation of accessibility features | Not applicable |  |
| 5.3 Biometrics | Not applicable |  |
| 5.4 Preservation of accessibility information during conversion | Not applicable |  |
| ***5.5 Operable parts*** | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not applicable |  |
| 5.5.2 Operable parts discernibility | Not applicable |  |
| ***5.6 Locking or toggle controls*** | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Not applicable |  |
| 5.6.2 Visual status | Not applicable |  |
| 5.7 Key repeat | Not applicable |  |
| 5.8 Double-strike key acceptance | Not applicable |  |
| 5.9 Simultaneous user actions | Not applicable |  |

**Chapter 6:** [**ICT with Two-Way Voice Communication**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=27)

Notes: Service Desk does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech | Not applicable |  |
| ***6.2 Real-time text (RTT) functionality*** | Heading cell – no response required | Heading cell – no response required |
| 6.2.1.1 RTT communication | Not applicable |  |
| 6.2.1.2 Concurrent voice and text | Not applicable |  |
| 6.2.2.1 Visually distinguishable display | Not applicable |  |
| 6.2.2.2 Programmatically determinable send and receive direction | Not applicable |  |
| 6.2.3 Interoperability | Not applicable |  |
| 6.2.4 Real-time text responsiveness | Not applicable |  |
| 6.3 Caller ID | Not applicable |  |
| 6.4 Alternatives to voice-based services | Not applicable |  |
| ***6.5 Video communication*** | Heading cell – no response required | Heading cell – no response required |
| ***6.5.1 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 6.5.2 Resolution | Not applicable |  |
| 6.5.3 Frame rate | Not applicable |  |
| 6.5.4 Synchronization between audio and video | Not applicable |  |
| ***6.6 Alternatives to video-based services (advisory only)*** | Advisory – no response required | Advisory – no response required |

**Chapter 7: [ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf" \l "page=30)**

Notes: Service Desk does not natively provide video capabilities.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***7.1 Caption processing technology*** | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback | Not applicable |  |
| 7.1.2 Captioning synchronization | Not applicable |  |
| 7.1.3 Preservation of captioning | Not applicable |  |
| 7.2.1 Audio description playback | Not applicable |  |
| 7.2.2 Audio description synchronization | Not applicable |  |
| 7.2.3 Preservation of audio description | Not applicable |  |
| 7.3 User controls for captions and audio description | Not applicable |  |

**Chapter 8: [Hardware](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf" \l "page=32)**

Notes: Service Desk is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***8.1.1 Generic requirements*** | Heading cell – no response required | Heading cell – no response required |
| 8.1.2 Standard connections | Not applicable |  |
| 8.1.3 Colour | Not applicable |  |
| ***8.2 Hardware products with speech output*** | Heading cell – no response required | Heading cell – no response required |
| 8.2.1.1 Speech volume range | Not applicable |  |
| 8.2.1.2 Incremental volume control | Not applicable |  |
| 8.2.2.1 Fixed-line devices | Not applicable |  |
| 8.2.2.2 Wireless communication devices | Not applicable |  |
| ***8.3 Physical access to ICT*** | Heading cell – no response required | Heading cell – no response required |
| 8.3.2.1 Change in level | Not applicable |  |
| 8.3.2.2 Clear floor or ground space | Not applicable |  |
| 8.3.2.3.1 General | Not applicable |  |
| 8.3.2.3.2 Forward approach | Not applicable |  |
| 8.3.2.3.3 Parallel approach | Not applicable |  |
| 8.3.2.4 Knee and toe clearance width | Not applicable |  |
| 8.3.2.5 Toe clearance | Not applicable |  |
| 8.3.2.6 Knee clearance | Not applicable |  |
| 8.3.3.1.1 Unobstructed high forward reach | Not applicable |  |
| 8.3.3.1.2 Unobstructed low forward reach | Not applicable |  |
| 8.3.3.1.3.1 Clear floor space | Not applicable |  |
| 8.3.3.1.3.2 Obstructed (< 510 mm) forward reach | Not applicable |  |
| 8.3.3.1.3.3 Obstructed (< 635 mm) forward reach | Not applicable |  |
| 8.3.3.2.1 Unobstructed high side reach | Not applicable |  |
| 8.3.3.2.2 Unobstructed low side reach | Not applicable |  |
| 8.3.3.2.3.1 Obstructed (≤255 mm) side reach | Not applicable |  |
| 8.3.3.2.3.2 Obstructed (≤610 mm) side reach | Not applicable |  |
| 8.3.4 Visibility | Not applicable |  |
| 8.3.5 Installation instructions | Not applicable |  |
| ***8.4 Mechanically Operable parts*** | Heading cell – no response required | Heading cell – no response required |
| 8.4.1 Numeric keys | Not applicable |  |
| 8.4.2.1 Means of Operation of mechanical parts | Not applicable |  |
| 8.4.2.2 Force of operation of mechanical parts | Not applicable |  |
| 8.4.3 Keys, tickets and fare cards | Not applicable |  |
| 8.5 Tactile indication of speech mode | Not applicable |  |

**Chapter 9:** [**Web**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=40)

See the WCAG 2.1 Report section.

**Chapter 10:** [**Non-web Documents**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=47)

Notes: Service Desk is not a non-web document.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***10.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.1 Report | See WCAG 2.1 Report |
| 10.5 Caption positioning | Not applicable |  |
| 10.6 Audio description timing | Not applicable |  |

**Chapter 11:** [**Software**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=57)

Notes: Service Desk is a web application, not a software product. However, the web application includes some authoring functionality, hence 11.8 Authoring tools applies to this product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***11.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.1 Report | See WCAG 2.1 Report |
| ***11.5 Interoperability with assistive technology*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.1 Closed functionality (informative)*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2 Accessibility services*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2.1 Platform accessibility service support for software that provides a user interface*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| ***11.5.2.2 Platform accessibility service support for assistive technologies*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | Not applicable |  |
| 11.5.2.4 Assistive technology | Not applicable |  |
| 11.5.2.5 Object information | Not applicable |  |
| 11.5.2.6 Row, column, and headers | Not applicable |  |
| 11.5.2.7 Values | Not applicable |  |
| 11.5.2.8 Label relationships | Not applicable |  |
| 11.5.2.9 Parent-child relationships | Not applicable |  |
| 11.5.2.10 Text | Not applicable |  |
| 11.5.2.11 List of available actions | Not applicable |  |
| 11.5.2.12 Execution of available actions | Not applicable |  |
| 11.5.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.5.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.5.2.15 Change notification | Not applicable |  |
| 11.5.2.16 Modifications of states and properties | Not applicable |  |
| 11.5.2.17 Modifications of values and text | Not applicable |  |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Not applicable |  |
| 11.6.2 No disruption of accessibility features | Not applicable |  |
| 11.7 User preferences | Not applicable |  |
| ***11.8 Authoring tools*** | Heading cell – no response required | Heading cell – no response required |
| ***11.8.1 Content technology*** | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”) | Partially supports | The Blackboard Service Desk web application provides functionality for authors to create semantic content, however some of the controls in the authoring tool are not accessible to users with disabilities. The application prompts for text alternatives when authoring images, but does not prompt for text transcripts, etc. when authoring multimedia content. |
| 11.8.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.8.4 Repair assistance | Not applicable |  |
| 11.8.5 Templates | Not applicable |  |

**Chapter 12:** [**Documentation and Support Services**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=76)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***12.1 Product documentation*** | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | Does not support | Blackboard has a support [web page for accessibility features](https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility/Accessibility_Features), however at the time of this review the page lacked content. |
| 12.1.2 Accessible documentation | Partially supports | The [online support documentation](https://help.blackboard.com/SmartView/Service_Desk_Interface) exists but has not been verified for accessibility. |
| ***12.2 Support Services*** | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | Blackboard Service Desk does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Support for Blackboard Service Desk is provided via email, which may not be accessible to some users. |
| 12.2.4 Accessible documentation | Partially supports | The [online support documentation](https://help.blackboard.com/SmartView/Service_Desk_Interface) exists but has not been verified for accessibility. |

**Chapter 13:** [**ICT Providing Relay or Emergency Service Access**](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=78)

Notes: Service Desk does not provide relay or emergency service access.

| Criteria | | Conformance Level | Remarks and Explanations |
| --- | --- | --- | --- |
| ***13.1.1 General (Informative)*** | Heading cell – no response required | Heading cell – no response required |
| 13.1.2 Text relay services | | Not applicable |  |
| 13.1.3 Sign relay services | | Not applicable |  |
| 13.1.4 Lip-reading relay services | | Not applicable |  |
| 13.1.5 Captioned telephony services | | Not applicable |  |
| 13.1.6 Speech to speech relay services | | Not applicable |  |
| 13.2 Access to relay services | | Not applicable |  |
| 13.3 Access to emergency services | | Not applicable |  |

## Legal disclaimer

*The information provided in this document is for informational purposes only. Statements regarding Blackboard’s product development initiatives, including new products and future product upgrades, updates or enhancements represent our current intentions, but may be modified, delayed, or abandoned without prior notice and there is no assurance that such offering, upgrades, updates or functionality will become available unless and until they have been made generally available to our customers.*